

St. Lawrence University

EMERGENCY RESPONSE MANUAL

Introduction

An organization's response to an emergency situation reflects the organizations mission and character in distinctive ways. At St. Lawrence, the overriding principles for response to any emergency should be: protection of life and assurance of safety, minimizing damages to facilities, coordinated and open communications and minimizing legal and financial risks as fiduciary responsibilities.

A. Purpose

The basic emergency procedures outlined in this guide are to enhance the protection of lives and property through effective use of University community resources. Whenever an emergency affecting the campus reaches proportions **THAT CANNOT BE HANDLED BY ROUTINE MEASURES**, the President, or his designate may declare a state of emergency, and their contingency guidelines may be implemented. There are two general types of emergencies that may result in the implementation of this plan: (1) large-scale disorder and; (2) large-scale natural/human-made disaster. Since an emergency may be sudden and without warning, these procedures are designed to be flexible in order to accommodate contingencies of various magnitudes.

B. Definition of an Emergency

- (1) Individual Emergency: Any incident actual that involves just one or perhaps two-three individuals and that will not affect the overall functional capacity of the University. Such emergencies may include injuries to a student or employee, hospitalization resulting from illness of a student, missing student, or sexual assault. Report immediately to Department of Security (315-229-5555).
- (2) Collective Emergency: Any incident, potential or actual, which affects entire building or buildings or peoples, and which will disrupt the overall operations of the University. Outside emergency services will probably be required, as well as major efforts from campus support services. Major policy considerations and decisions will usually be required from the University administration during times of crises. Report immediately to Department of Security (315-229-5555).
- (3) Disaster: Any event or occurrence that has taken place and has seriously impaired or halted the operations of the University. In some cases, mass personal injuries and severe property damage may be sustained. A coordinated effort of all campus-wide resources is required to effectively control the

situation. Outside emergency services will be essential. In all cases of disaster, an Emergency Control Center will be activated, and the appropriate support and operational plans will be executed.

C. Campus Emergency Resource Team and Action Offices

The Campus Emergency Resource Team will gather, in person or electronically as possible, to provide updated information and assistance to one another, and to coordinate responses to emergencies involving more than one individual or natural disasters.

Emergency Director	President or designee
Emergency Coordinator	AVP of Security and Safety
Damage Control	Chief Facilities Officer
Campus and Public Information	Vice President for Community and Employee Relations (internal) & Vice President for Communications (external)
Support Functions	VP, Library and Information Technology (Computing, telephone)
Insurance and Archivist	Executive Director of Finance

The following would be involved in most Collective Emergency situations and Disasters. These procedures are generic, and may be adapted to the circumstances of any particular emergency.

For Protocols established for Individual Emergencies, see Appendix.

If an office is cited as involved, its staff should assume the responsibilities outlined below. In most cases, the complete list of responsibilities will not be repeated for each emergency. The master list should be a key reference.

Security and Safety

1. First contact
2. Assumes initial on-site command and control
3. Assesses seriousness of situation, requests appropriate assistance from outside agencies
4. Contacts Emergency Resource Team members and others (such as the Vice President and Dean of Student Life) depending on the nature of the emergency
5. Maintains emergency communications with emergency staffers
6. Maintains access route for emergency vehicles and personnel

7. Coordinates evacuation of students and personnel
8. Develops and maintains emergency operations center, if necessary

Facilities Operations

1. Coordinates emergency control and restoration of services, utilities, buildings etc.
2. Assists in rescue, clearance and demolition
3. Procures emergency water supply
4. Provides damage assessment
5. Assists with emergency transportation to evacuation site
6. Constructs temporary facilities, if necessary
7. Maintains emergency supplies inventory

Vice President for Community and Employee Relations

1. After contact from Security, determines nature and extent of communications to University personnel. Will consider: seriousness of emergency, appropriate audience(s) for information, appropriate or possible vehicles of communication, and legal constraints
2. Helps prepare internal written and verbal communications.

Vice President for Communications (and University Communications team)

1. Posts emergency communications to University Website.
2. Manages all social media postings and communications.
3. Updates and responds to all media inquiries.
4. Coordinates communication as necessary with alumni, parents, prospective students and other appropriate audiences in consultation with Community and Employee Relations, Advancement, Laurentian Engagement and Admissions.

Information Technology Leadership Team

1. Coordinates emergency control and restoration, if necessary, of computing and telephone resources.
2. Establishes alternative infrastructure resources as possible and if necessary
3. Protects integrity of database files.

Executive Director of Finance

1. Contacts University Attorney
2. Coordinates insurance claims
3. Documents activities, actions and expenses

D. General Response Procedures

*While these procedures may not be appropriate in every emergency situation, they provide guidelines to follow and may be modified according to circumstances.

1. Assure Human Safety
 - a. Assess seriousness of emergency
 - b. Call Safety and Security at 315-229-5555 to request assistance and transport to hospital or health services. Call all appropriate
 - c. Before Security arrives, assure safety of people in building if possible. Coordinate evacuation if situation is life threatening.
 - d. Health Services if injuries occur or potential for injuries exists
2. Minimize Damage to Facilities
 - a. Under supervision of Security, contact Facilities Operations
 - b. Under supervision of Security, remove valuable records and equipment, if appropriate
3. Coordinate Communications
 - a. After notification by Security, Vice President for Community and Employee Relations and/or Vice President for University Communications prepares internal and external statements
 - b. University Communications contacts external media to alert to emergency situation as appropriate
 - c. Vice President for Community and Employee Relations coordinates notice to family and friends (parents, teachers, roommate(s), campus employer(s)) with appropriate campus office. For students: VP and Dean of Student Life; for employees: Human Resources.
 - d. Debriefing
4. Minimize Legal and Financial Risks
 - a. Vice President for Community and Employee Relations contacts and University Attorney and establishes procedures to archive all activities and expenditures associated with the Emergency.

E. Declaration of State of Emergency

The authority to declare a campus state of emergency rests with the President or his/her designee as follows:

During the period of any campus major emergency, the Safety & Security Office shall place into immediate effect the appropriate procedures necessary in order to meet the emergency, safeguard persons and property, and maintain educational facilities. When in consultation with the Vice President for Community and Employee Relations and the Chief Facilities Officer, the AVP of Security considers a situation to be either a Major Emergency or a Disaster, the AVP of Security advises the President to declare a campus state of emergency.

A campus state of emergency means

- Only registered students (if classes are in session), faculty, and staff are authorized to be on campus. Visitors and guests will be asked to leave, as safety permits.
- The President may dismiss employees, or may declare the campus closed in advance of the normal opening of the workday. Wage compensation will be adjusted according to contractual agreements.
- Only faculty or staff members with emergency resource duties will be allowed to enter the immediate disaster site, if such a site exists.
- Employees with emergency resource duties will be asked to report to campus, or remain on campus, to fulfill responsibilities. Accommodations and meals will be provided to emergency personnel if necessary.

F. Evacuation Procedures

1. Building Evacuations

1. All building evacuations will occur when a building alarm (fire alarm) sounds and/or upon notification by Safety and Security
2. When the building evacuation alarm is activated during an emergency, leave by the nearest marked exit and alert others to do the same.
3. **ASSIST THE HANDICAPPED IN EXITING THE BUILDING!**
Remember the elevators are reserved for handicapped persons. **DO NOT USE THE ELEVATORS IN CASES OF FIRE OR EARTHQUAKE**
4. Once outside, proceed to a clear area that is at least 500 feet away from the affected building. Keep streets, fire lanes, hydrant areas, and walkways clear for emergency vehicles and personnel. Know your area assembly points.
5. **DO NOT** return to an evacuated building unless told to do so by a University Official.

2. Campus Evacuation

1. Evacuation of all or part of the campus grounds will be announced by Safety and Security
2. All persons (students and staff) are to vacate immediately the area of campus in question and relocate to another part of the campus grounds as directed

3. Relocation of Persons with Disabilities

In the event of an emergency, individuals who use wheelchairs and other individuals with disabilities should observe the following procedures:

- Move towards the marked exit
- As a first choice, use the building elevator, **BUT NEVER IN THE CASE OF A FIRE OR EARTHQUAKE**
- If there is an earthquake – or if there is an obstruction in the pathway – request assistance from others in the area
- If assistance is not immediately available, stay in the exit corridor or the stairway landing. Continue to call for help until rescued. Individuals who cannot speak loudly should carry a

whistle or have other means for attracting the attention of others.

- Rescue personnel, Public Safety, Emergency Response Teams, Fire and Police Departments will first check all exit corridors and exit stairwells for trapped persons.
- If you use a wheelchair, or have any other mobility impairments, please file a Class Schedule with Safety and Security – or with the Coordinator for you education center.

NOTE: It is suggested that the individuals who use wheelchairs or have a mobility impairment prepare for an emergency ahead of time by instructing faculty/staff or classmates on how to assist him/her in an emergency.

G. Reporting Emergencies

Call 315-229-5555.

Stay calm. Be prepared to provide the dispatcher the following information:

1. What you see, hear or find.
2. Exact location of incident (look for landmarks).
3. The phone number of the phone you are using.
4. Number(s) of people involved, is estimable.
5. Type of assistance needed, as best you can tell (medical, fire, police)
6. Your name
7. Stay on the line until the dispatcher tells you to hang up.

H. Potential Emergencies

1. Medical Emergency
 - a. Illness or injury
 - b. Infectious disease
 - c. Attempted or actual suicide
 - d. Psychological crisis

2. Natural Elements
 - a. Ice Storm/Blizzard
 - b. Fire
 - c. Excessive Heat
 - d. Earthquake
 - e. Tornado
 - f. Floods

3. Utility failure
 - a. Loss of Electricity
 - b. Loss of Water Supply/Contamination
 - c. Computer Network Failure
 - d. Loss of Telecommunications

4. Violent behavior
 - a. Bomb Threat/Actual Bomb/Suspicious Packages
 - b. Murder
 - c. Sniper

5. Civil disturbance
 - a. Demonstration

6. Chemical Crisis
 - a. Hazardous Chemical Spill

7. Structural
 - a. Collapse of Building, Floor, Walls, Ceiling
 - b. Burst pipes

8. Regional
 - a. Regional Medical Crisis

I. Specific Procedures

1. MEDICAL EMERGENCIES

Illness or Injury

1. Assess situation. If condition is serious or life-threatening or if those who discover the situation are unsure, call Security (315-229-5555) and request Rescue Squad (911).
2. If student is transported to the hospital, Security should contact
 - i. VP and Dean of Student Life, who contacts the family and President
 - ii. Residential Coordinator on Duty, Dir. of RLC & H
 - iii. (if situation is life-threatening): Vice President for Community and Employee Relations
 - iv. Vice President for University Communications
 - v. Dir. of Student Health Services
3. VP and Dean of Student Life contacts family, if appropriate, and President.
4. Residential Learning Communities and Housing works with counseling to attend to concerns of roommate(s) and friends.
5. If the individual is an employee, Security should contact Rescue Squad as necessary, then contact appropriate supervising vice president and Vice President for Community and Employee Relations.
6. Supervising vice president contacts employee's family with assistance from personnel.
7. If the situation warranted, Vice President for Community and Employee Relations would prepare internal information in consultation with Vice President for University Communications.
8. Vice President for University Communications is prepared to respond to questions from the media.

Infectious Diseases

Dir. of Student Health Services and Security should be in immediate contact if infectious, potentially fatal, disease is reported to the Health Center or if a student is taken to the hospital.

1. Security should notify:

Vice President and Dean of Student Life, who contacts the family and the President as appropriate.

Residential coordinator on duty, who works with residential staff

Vice President for Community and Employee Relations, who works with the medical director to create appropriate on-campus

Vice President for University Communications, who coordinates external notices.

2. Dir. of Student Health Services works with County Health Officer to assure appropriate care is provided to campus residents. Dir. of Student Health Services monitors care given to patient. Updates Vice President for Community and Employee Relations on patient's condition.

3. Residential Learning Communities and Housing may be called upon to establish quarantine center in vacant rooms of the residence hall.

Attempted or Actual Suicide

1. Contact Security to request Rescue Squad.
2. Security contacts counselor on duty and the AVP of security, who contacts the director of and the vice president and dean of student life.
3. Vice President/Dean for Student Life contacts the family, the president and Vice President for Community and Employee Relations.
4. Residential coordinator works with student life team to assist students, with special attention to roommate(s) and friends.

Psychological Crises

1. Contact Security, who shall notify:
2. Director of Counseling and Vice President and Dean for Student Life.
3. Director of Counseling or designee will coordinate situation unless or until the situation becomes threatening to victim or others.
4. VP and Dean of Student Life shall monitor follow-up. The VP and Dean of Student Life shall notify, if appropriate, the family and the president

2. NATURAL ELEMENTS

Ice Storm/Blizzard

Security and Safety monitors weather forecasts as possible.

If Ice Storm/Blizzard is forecast, Security and Safety contacts:

1. Chief Facilities Officer
2. Vice President for Student Life, who coordinates with director of residential learning communities and housing
3. Vice President for Community and Employee Relations, who coordinates policies with human resources directors and with director of dining services
4. Vice President for University Communications, who posts alerts on University website and social media channels and updates media regarding canceling of classes and/or campus closing.
5. Facilities Operations alerts grounds crews to be on notice for plowing and emergency transportation; checks emergency generators. (See Utilities for protocol.) May establish emergency shelter in the field houses if necessary.
6. Dining Service alerts staff to inventory food and to identify emergency workers.
7. Residence Life prepares emergency shelter (vacant rooms which can be used by staff or emergency personnel in even they cannot travel); alerts Residence Coordinators, who alert community assistants, to inform students of weather hazards.
8. Dir. of Student Health Services assures that there is student health services coverage. (Someone remains on campus or local staff covers.)

In the event of a Blizzard/Ice Storm

After consultation with Security and Facilities Operations:

1. President or Vice President for Community and Employee Relations if President is absent (or senior officer on call) advises Human Resources to release staff if blizzard/ice storm strikes during working hours.
2. Vice President and Dean of Student Life coordinates with Director of Residence Life to account for students and retain students on campus if transportation is prohibited or ill-advised.

3. If blizzard strikes on weekend or evenings, AVP of Security and Chief Facilities Officer consult President, contacts Vice President for Community and Employee Relations to alert personnel and Vice President for Communications to alert media and external constituents regarding canceling of classes and closings or campus.
4. Facilities Operations coordinates plowing and clearing of snow and ice; coordinates transportation as necessary.
5. Vice President for Libraries & Information Technology monitors effects to computing infrastructure.

Fire

Security and Safety contacts Canton Fire Department; dispatches staff to scene. Fire Department assumes jurisdiction; Security coordinates response for damage control, medical assistance, communications, transportation and evacuation.

Security contacts:

1. Facilities Operations
2. Chief Facilities Officer
3. Residence Life (if in a student residence)
4. Vice President for Community and Employee Relations and/or Vice President for University Communications to alert campus.
5. Facilities Operations alerts grounds crews to be on notice for emergency transportation; checks emergency energy and water supplies. May establish emergency shelter in the field houses.
6. Residence Life prepares emergency shelter (vacant rooms which can be used by staff or emergency personnel in event they cannot travel); alerts Residential Coordinators, who alert community assistants, to inform students of hazards. (R.C.)
7. After consultation with Facilities Operations or Security on severity, President or Vice President for Community and Employee Relations advises Human Resources to release staff if fire strikes during work hours.
8. If fire strikes on weekend or evenings, AVP of Security and Chief Facilities Officer consult President and then contacts Vice President for University

Communications to post alerts on University website and social media channels and update media regarding canceling of classes and/or campus closing.

9. Facilities Operations monitors campus damage; protects burned area from elements or vandalism; coordinates clearing of debris; monitors hazardous or toxic emissions; coordinates emergency transportation as necessary.
10. Vice President for Community and Employee Relations prepares communications to internal in coordination with Security and University Communications.
11. Vice President for University Communications prepares communications to external audiences in coordination with Vice President for Community and Employee Relations and Security.
12. Vice President for Libraries & Information Technology monitors effects to computing infrastructure.

Tornado

Tornado Watch – means that conditions exist for a tornado to develop.

Tornado Warning – means that a tornado has actually been sighted or indicated on radar

Note: One clue that a tornado could develop is when a thunderstorm produces Hail. The larger the hail stone, the more likely that a tornado will occur.

When a tornado warning is announced:

1. Your best protection is an underground shelter (or basement) or a substantial steel framed or reinforced concrete building
2. If your residence hall or campus building has no basement, take cover under heavy furniture on the ground floor in the center of the building, or in a small room on the ground floor that is away from the outside walls.
3. Stay away from windows to avoid flying debris.
4. If you are outside and there isn't time to get into a building, take cover and lie flat in the nearest depression, such as a ditch, excavation or ravine.
5. AVOID AUDITORIUMS AND GYMNASIUMS with large, poorly supported roofs. If you are in one of the all wood buildings, evacuate to a safer location.
6. ADMINISTRATION OR CLASS ROOM BUILDINGS – go to the interior hallway on the lowest floor. Stay away from the windows

Emergency warnings regarding tornados may be issued by:

SLU Safety and Security
Faculty Members
Residence Life Staff
Local Radio and Television Stations
Via voice mail, email, Reverse 911 and NYAlert text messages

Earthquake

Security and Safety contacts Canton Fire Department; dispatches staff to scene. Fire Department assumes jurisdiction; Security coordinates response for damage control, medical assistance, communications, transportation and evacuation.

Security contacts:

1. Facilities Operations alerts grounds crews to be on notice for emergency transportation; checks emergency energy and water supplies. May establish emergency shelter in the field houses
2. Residence Life prepares emergency shelter (vacant rooms which can be used by staff or emergency personnel in event they cannot travel); alerts Residence Coordinators, who alert residence assistants (RA's), to inform students of hazards.
3. Vice President for Community and Employee Relations, after consultation with Facilities Operations or Security on severity and President or advises Human Resources to release staff if quake strikes during work hours and coordinates internal and external communications.
4. If quake strikes on weekend or evenings, AVP of Security and Chief Facilities Officer consult President and then contacts Vice President for University Communications to post alerts on University website and social media channels and update media regarding canceling of classes and/or campus closing.
5. Facilities Operations monitors campus damage; protects areas from elements; coordinates clearing of debris; monitors hazardous or toxic emissions; coordinates emergency transportation as necessary.
6. Vice President for Community and Employee Relations prepares communications to internal and external audiences in coordination with Security and University Communications.
7. Vice President for Library and Information Technology monitors effects to computing infrastructure.

Excessive Heat

Because few buildings at St. Lawrence are air-conditioned, excessive heat can become debilitating to students and employees. Further, if air conditioning breaks, climate controlled areas could incur damage. Managers should allow staff to complete work in alternative spaces as possible unless a University-wide response is required. Such a response would occur with conditions of excessive heat (90 degrees and above) for more than five days in a row:

1. Security contacts Dir. of Student Health Services to determine health and safety concerns. Security communicates conversations to Facilities Operations, Vice President for Community and Employee Relations and/or Human Resources, and Residence Life.
2. Residence Life alerts Residential Coordinators, who alert community assistants to inform students of hazards of heat exhaustion or heat stroke.
3. Dir. of Student Health Services coordinates medical care to students who suffer heat exhaustion or stroke.
4. After consultation with Facilities Operations and Security, President or Vice President for Community and Employee Relations advises Human Resources to release staff during working hours.
5. If heat continues through weekend or evenings, AVP of Security and Chief Facilities Officer consult President and then contacts Vice President for University Communications to post alerts on University website and social media channels and update media regarding canceling of classes and/or campus closings.
6. Facilities Operations monitors air conditioning systems and alerts maintenance crews to be on call if systems break down.
7. Vice President for Libraries & Information Technology monitors effects to computing infrastructure.
8. Vice President for Community and Employee Relations prepares communications to internal and external audiences in coordination with Security.

UTILITY FAILURE

Loss of Electricity

If electrical loss is discovered and assessed to be long-term or serious in nature (more than eight hours during daylight hours or at any time during the night), Safety & Security notifies Facilities Operations.

1. Security contacts Chief Facilities Officer, Vice President for Community and Employee Relations, Residence Life (if electrical loss affects residence halls), and Dining Services (if electrical loss affects dining hall or other facilities).
2. Facilities Operations alerts crews to be on notice for emergency transportation; checks emergency energy supplies; checks emergency equipment (flashlights, batteries, pumps, generators, etc.); contacts National Grid as necessary.
3. Dining Service alerts emergency services staff to be on notice.
4. Residence Life prepares emergency shelter (vacant rooms which can be used by staff or emergency personnel in event they cannot travel); alerts Residence Directors, who alert residence assistants, to inform students of hazards.
5. After consultation with Security and Facilities Operations, President or Vice President for Community and Employee Relations, advises Human Resources to release staff, or advise staff of shelter if loss is deemed to be long-term.
6. Security coordinates response for prevention of theft or vandalism, medical assistance, communications, transportation and evacuation.
7. If electrical loss occurs on weekend or evenings and is deemed to long-term, President or Vice President for University Communications to post alerts on University website and social media channels and update media regarding canceling of classes and/or campus closings.
8. Facilities Operations monitors campus damage and coordinates emergency transportation as necessary.
9. Vice President for Community and Employee Relations prepares communication to internal and external audiences in coordination with Security and University Communications.

Loss of Water Supply/Water Contamination

If water supply is cut off or water is contaminated by chemical or natural elements, Facilities Operations assesses situation and contacts Security and Safety for assistance.

1. Security contacts Chief Facilities Officer, Residence Life, Dining Service, and Vice President for Community and Employee Relations to alert staff.
2. Facilities Operations alerts crews to be on notice for emergency transportation; checks emergency water supplies; checks emergency equipment; contacts Village of Canton if necessary.
3. Dining Service alerts emergency services staff to be on notice.
4. Residence Life alerts Residence Coordinators, who alert residence assistants, to inform students of situation and educate them about water use during emergency.
5. Security coordinates response for medical assistance, communications, transportation and evacuation.
6. Vice President for Community and Employee Relations prepares communications to internal and external audiences in coordination with Security and University Communications.

Computer Network Failure

Several conditions would cause a partial or complete computer network failure. These include: Loss of electrical power, damage or breakdown of server(s), damage to network devices or fiber optic cable(s), damage or breakdown of mainframe, or computer viruses/computer terrorism.

In all situations the emergency response would be:

1. Information Technology staff assess the nature and severity of problem. On-site staff will consult with Systems Manager or Vice President for Libraries & Information Technology if initial problem is not identified and resolved quickly.
2. If email is working, then an email will be sent to SLUEmployee notifying of the situation. If email service is unavailable, a voice message will be sent to the campus from Telecom as to the situation.
3. IT staff will analyze the problem and, if appropriate, seek assistance from Dell or IBM (for hardware problems with the server(s), IBM or Software AG (for problems with the mainframe) and Paetec or Fiber Instrument Sales (for problems with fiber optic cables.) If the problem is related to software vendors then IT will contact the appropriate vendor for support.

4. If problem lasts more than two hours, or appears to be serious in nature, IT will alert Security, whose staff will alert Vice President for Community and Employee Relations.
5. Restoration of computing capability is given in priority order to those offices whose functions depend primarily or exclusively on computing capability:
 - a. Payroll
 - b. Registrar
 - c. Community and Employee Relations
 - d. Human resources
 - e. Advancement
 - f. Alumni relations
 - g. Admissions
 - h. Library

These “critical users” can expect to be rerouted to a back-up server as soon as possible and no longer than two days after problem. (If the mainframe is the source of the problem, IBM guarantees around-the-clock service with full usage returned after no longer than five days.)

6. Damage to a fiber optic cable requires re-routing of servers to back-up cables.
7. Servers will be on battery back-up with a generator as an ultimate power source. Generator is diesel powered and will run indefinitely.
8. For mainframe databases and file servers, all files are backed-up every evening and stored off-site.
9. In the event of computer virus/computer terrorism, the corrective action to be taken when a virus is discovered is dependent upon where it is found, what type of virus it is, and the estimate of the potential for exposure to the rest of the campus.
 - a. Isolate the machine from the network.
 - b. Use appropriate software tools that we have to remove the virus program and restore the system to proper operation.
 - c. If the virus affects the network, isolate the entire network and place a message accordingly on the network for users/ information. Call each office to inform them of the situation. If unable to eradicate the virus, restore data from backup tapes that would provide some level of confidence in terms of being “clean”.

Loss of Telecommunications

- A. Loss of Carrier Service/PBX Failure or Problem/Campus Cable Failure or Problem:
 1. Alert Security, whose staff will notify:

- A. Communications System Administrator
- B. Vice President for Community and Employee Relations
- C. Vice President for University Communications
- D. Chief Facilities Officer
- E. Dean of Student Life

2. Contact Paetec.

3. Restore service in priority order (one line per office):

- A. Security
- B. President's Office
- C. Senior Staff (Vice Presidents and Deans)
- D. Health Center
- E. Facilities Operations
- F. Dining Services CBORD system
- G. Administrative Offices main lines
- H. Students
- I. Academic Departments
- J. Individual Faculty Offices and Administrative Offices

B. Power Outage

- a. Back-up generator would kick in automatically and keep phone switch operational.

C. Damage to PBX System – inability to place or receive long distance calls.

- a. Alert Security
- b. Place voice-mail and email message on system
- c. Request posters from University Communications

D. Tampering with system/Illegal Entry/Obscene Voice Mail

- a. Alert Security, whose staff notifies Vice President for Community and Employee Relations and Senior Staff member overseeing the division of the person alleged to do tampering
- b. Cut off lines that access Voice Mail
- c. Delete Voice Mail messages within one day
- d. Restore access to Voice Mail

Note: Telecom has 12 dedicated lines that can be installed to access outside calls in an emergency. These lines will be activated only when the regular system is inoperable.

4. CRIMINAL ACTIVITY

Bomb Threat/Suspected or Actual Bomb/Suspicious Package

Contact Security. Security notifies:

1. Canton Police Department
2. President
3. Vice President for Community and Employee Relations
4. Vice President for University Communications
5. Security secures information and works with Canton Police to organize search plan.
6. Canton Police recommend evacuation of building if imminent danger to human life is posed. If imminent danger is not posed, evacuation is recommended but it shall be the decision of the AVP of Security to evacuate building.
7. Security establishes a command post and notifies Hazardous Materials Team in at Fort Drum in Jefferson County. Haz Mat will respond on all suspicious packages or bombs discovered by search teams.
8. Only qualified explosion experts will handle suspected or actual bombs. Security and Canton Police will work together to clear and cordon off danger area at 300 feet or more.
9. Radio transmissions are forbidden in the area of suspected device.
10. At conclusion of crisis, Canton Police indicates clearance for residents of building. Security coordinates return to building in orderly manner. Counseling offers suggestions to emotional follow-up. Security contacts Vice President for Community and Employee Relations to report outcome.

Murder

If deceased is a student:

Contact Security, Security to contact:

1. Appropriate local, state and federal law enforcement authorities.
2. VP and Dean of Student Life, who contacts President, Vice President for Community and Employee Relations, University Communications and Chaplain; Counselor on duty, Director of Residence Life.
3. President contacts the family.

4. Appropriate law enforcement authorities coordinate investigation and may recommend partial evacuation of crime scene. Security works with law enforcement agencies to investigate crime and establish security measures if murderer is not apprehended.
5. Chaplain and/or VP and Dean of Student Life should work with family to plan memorial service or other acknowledgements of loss.
6. Counseling should work with roommate(s) or immediate friends to manage grief and should advise on community counseling needs.
7. Residence Life should alert RDs, RAs, and CAs to prepare for grief among students. Residence Life may need to relocate roommate or others who reside in area of crime. Residence Life also coordinates safety and security measures with Security if murderer is not apprehended.
8. Vice President for University Communications coordinates official announcements, posts alerts on University website and social media channels, and updates media regarding canceling of classes and/or campus closings.

If the deceased is an employee:

Contact Security, Security to contact:

1. Local State and federal law enforcement authorities that coordinate investigation.
2. President, who contacts the family.
3. Appropriate supervising Vice President.
4. Vice President for Community and Employee Relations, whose staff prepares internal and external statements, as appropriate.
5. Chaplain should approach family to determine wishes for memorial service.
6. Appropriate supervising Vice President and HR may need to relocate coworkers temporarily if law enforcement authorities secure crime scene.

Sniper

Contact Security. Security notifies:

1. Local, state and federal authorities as appropriate;
2. Vice President for Community and Employee Relations and University Communications for emergency communications

3. President
4. Security assumes on-site command until appropriate authorities arrive. Security works with authorities to evacuate building or area if possible.
5. Security establishes a command post, at which representatives of the local, state and federal law enforcement authorities will meet. Security maintains communications with Vice President for Community and Employee Relations to update internal audiences, and University Communications to post alerts on University website and social media channels and update media in conjunction with local law enforcement.
6. Dining Services, whose staff may be called upon to provide meals for authorities, and Residence Life, whose staff may be called upon to provide emergency shelter for authorities.
7. Law enforcement authorities assume command of the situation and may request assistance from campus officials, i.e. Counseling, VP and Dean of Student Life, Chaplain and Human Resources. If hostage situation involves students, VP and Dean of Student Life will notify families under advice of law enforcement authorities.
8. At conclusion of crisis, Canton Police Department indicates clearance for residents of building. Security coordinates return to building in orderly manner. Counseling offers suggestions to emotional follow-up. Security contacts Vice President for Community and Employee Relations to report outcome.

5. CIVIL DISTURBANCE

Demonstration

Contact Security, who notifies:

1. Facilities Operations to alert to possible damage to buildings and grounds.
2. Vice President for Community and Employee Relations for internal communications
3. Vice President for University Communications to post alerts on University website and social media channels and updates media regarding canceling of classes and/or campus closings as deemed necessary.
4. President
5. Local law enforcement agencies as necessary.
6. Campus demonstrations shall be allowed as long as they do not pose threat of harm to students, employees or visitors, or impede business of the University.

CHEMICAL CRISIS:

Hazardous Chemical Spill

Improper or criminal release of hazardous chemicals could result in injury to individuals on campus or in the area. The Environmental Protection Agency has the equipment and expertise to dispose of hazardous materials; i.e. volatile organics, explosive gases, explosive compounds, poisons and poisonous gases which are out of control or chemicals, substances, gases or poisons that are outdated, obsolete, or in a state of deterioration or decomposition.

1. Call campus security at 5555 (229-5555 from off-campus) and inform them of the pertinent facts related to the spill event (i.e., location, source of spill, immediate threats).
2. Call OP-TECH Environmental Services (315) 764-1917 or 1-800-225-6750 as necessary, for assistance with spill containment and cleanup.
3. Secure the spill site.
4. Check for immediate threats or people in danger.
5. Evaluate exposures to response personnel, public, and environment.
6. Security also contacts President, Facilities Operations and Vice President for Community and Employee Relations.
7. Facilities Operations monitors water supply and confers with Dining Services to assure safe applicable with oil absorbent materials.
8. Security and Vice President for Community and Employee Relations prepare internal communications to alert staff of hazards in water supply
9. If situation warrants, the President, or in his/her absence, VP of the University, decides whether to cancel classes and close campus. Vice President for Community and Employee Relations should be contacted immediately to aid in communicating that information on campus and externally.
10. If campus is closed, the President or VP of the University, will determine, on advice from Security and Facilities Operations, when the campus may return to normal conditions. Vice President for Community and Employee Relations will be asked to communicate that information on campus and externally.

7. STRUCTURAL

Collapse of Building, Floor, Walls, Ceiling

Contact Security and Safety, whose staff coordinates response for damage control, medical assistance, communications, transportation and evacuation.

Security contacts:

1. Facilities Operations
2. Residence Life (if in a residence)
3. Vice President for Community and Employee Relations to alert staff
4. Vice President for University Communications to prepare messaging to internal and external audiences, post information on the University website and social media channels, and update media regarding canceling of classes and/or campus closings.
5. Facilities Operations alerts grounds crews to be on notice for emergency transportation. If injuries occur contact Dir. of SHS
6. Facilities Operations protects collapsed area from elements or vandalism; coordinates clearing of debris; assists with emergency transportation as necessary.
7. Residence Life Prepares emergency shelter (vacant rooms which can be used by staff or emergency personnel in event they cannot travel); alerts Residence Directors, who alert RAs and CAs to inform students of hazards.
8. After consultation with Facilities Operations or Security on severity, President or Vice President for Community and Employee Relations advises Human Resources to release staff as appropriate during business hours.
9. If collapse occurs on weekend or evenings, Vice President for Community and Employee Relations, after consultation with President and upon advice of Facilities Operations, communicates internally and Vice President for University Communications communicates externally regarding the canceling of classes and closing of campus.

8. REGIONAL

Regional Medical Emergency

Medical emergencies the region such as food poisoning or infectious disease could affect the campus community. Response to such a regional emergency should remain in the University's crisis plan.

The AVP of Security should be the liaison with the regional medical authorities in the event of such an emergency.

If the AVP of Security believes that the regional emergency poses a threat to the well-being of the campus community, he or she should alert

1. VP and Dean of Student Life to coordinate response with students
2. Vice President for Community and Employee Relations Administrative Operations to coordinate response with employees and internal and external communication with University Communications
3. The AVP of Security should advise the campus community of the nature of the medical emergency, precautionary measures that would be taken (such as inoculations) or palliative care that should be sought (such as antibiotics). The Director of Student Health Services should also be contacted.
4. If the medical emergency requires quarantine of affected students or employees, the AVP of Security should work with Residence Life and Facilities Operations to determine if sites on campus could be used if necessary.

Regional Emergency Resources

911

Canton Village Rescue Squad	911
Canton Fire Department	911
Canton Village Police	911
Canton-Potsdam Hospital	315-265-3300
St. Lawrence County Sheriff	315-379-2222
Federal Bureau of Investigation (Syracuse)	315-422-0141
Poison Control Center	800-252-5655
U.S. Secret Service	518-436-9600
St. Lawrence County Emergency Services Coordinator	315-379-2240
St. Lawrence County Fire Rescue Coordinator	315-379-2242

Last update:

October 26, 2017